

GETTING STARTED ONLINE

City of Pleasanton Citizen Access

Here is the direct link: <https://aca.cityofpleasantonca.gov/CitizenAccess/Default.aspx>

Without registering for an online account, you can:

- Perform Permit searches
- View Permits with comments
- View current and past inspections

By Registering for an online account, you can access these additional features:

- Apply for Permits
- Add your contractor license to an existing Account - Once your Contractor License is added and linked to your account you will not have to enter your license information each time you pull a permit.
- Create, submit and receive permits from your office
- Schedule, Reschedule or Cancel Inspections
- Create Delegates (other users you give permission to perform actions on your behalf)
- Check the status of your permits and applications
- Pay for permit fees
- Manage account information
- Upload and Review plans, and if plans get marked up, you will be able to respond to the comments.

Layout and Navigation

This is what you should see when clicking on the hyperlink above. We have notated where you will want to click in order to create you online access into this system. Either one of the areas where the arrows are pointing will take you to the Account Registration area of the system.

The screenshot displays the Accela Citizen Access website interface. At the top, the City of Pleasanton logo is visible. Below the logo, there are navigation links for "Home", "Building", "Planning", and "Engineering". A search bar is located in the upper right corner. The main content area features a "Welcome to the City of Pleasanton's Community Development Department's Accela Citizen Access (ACA) Site" message. On the right side, there is a dark green "Login" box with input fields for "User Name or E-mail:" and "Password:", a "Login >" button, and a checkbox for "Remember me on this computer". A red arrow points to the "Register for an Account" link in the top navigation bar, and another red arrow points to the "New Users: Register for an Account" link at the bottom of the login box.

Register for an Online Account

You next want to read the County Disclaimer, and check that you have accepted the terms, and continue:

The screenshot shows the top navigation bar with 'Home', 'Building', 'Planning', and 'Engineering'. Below it is a dark green bar with 'Advanced Search' and a dropdown arrow. The main heading is 'Account Registration'. The text reads: 'You will be asked to provide the following information to open an account:'. A bulleted list follows: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below this is the instruction: 'Please review and accept the terms below to proceed.' A scrollable box contains the 'General Disclaimer' text. Underneath the disclaimer is a checkbox labeled 'I have read and accepted the above terms.' with a red arrow pointing to it. At the bottom is a dark grey button labeled 'Continue Registration »' with a red arrow pointing to it.

Home Building Planning Engineering

Advanced Search ▾

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Registration »

Step 2 will take you to the next screen below, where you will create your User Name and Password to log into this system. There are circled question marks (?) that will help in determining the proper formats:

The screenshot shows the same navigation bar as the previous page. Below it is a dark green bar with 'Advanced Search' and a dropdown arrow. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information'. Below this is a dark green bar with 'Login Information'. The form contains several fields: '* User Name:' with 'mickeyMouse' and a circled question mark; '* E-mail Address:' with 'MM@disney.com'; '* Password:' with a masked password and a circled question mark; '* Type Password Again:' with an empty field; '* Enter Security Question:' with an empty field and a circled question mark; and '* Answer:' with an empty field and a circled question mark. A 'Help' popup window is open over the Password field, displaying '(8-20 characters)'. A red arrow points to the Password field.

Home Building Planning Engineering

Advanced Search ▾

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name: (?)

* E-mail Address:

* Password: (?) **Help** (8-20 characters) x

* Type Password Again:

* Enter Security Question: (?)

* Answer: (?)

Since you are new user to the system, you will create a new Contact. This will be the information that you will be able to automatically populate applications and inspections and such within the system:

*Type Password Again:

*Enter Security Question: [?](#)
favorite team

*Answer: [?](#)
lightning

Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration >

Here is where you select Contact type and then enter Contact Information:

Select Contact Type

*Type:
Applicant
--Select--
Applicant
Architect
Complainant
Developer
Engineer
Individual
Inspections
Organization
Other
Professional
Violator

Contact Information

*First: Mickey Middle: Last: Mouse

Name of Business:
Disney Inc

*Address Line 1:
123 Main St.

*City:
Pleasanton

*State: CA *Zip: 90210-

*E-mail:
mm@disney.com

*Mobile Phone: 123-123-1234 Work Phone:

Continue **Clear** Discard Changes

After you "Continue" you should see the following screen with your information:

Login Information

*User Name: mickeyhouse

*E-mail Address: mm@disney.com

*Password: *****

*Type Password Again: *****

*Enter Security Question: favorite team

*Answer: lightning

Contact Information

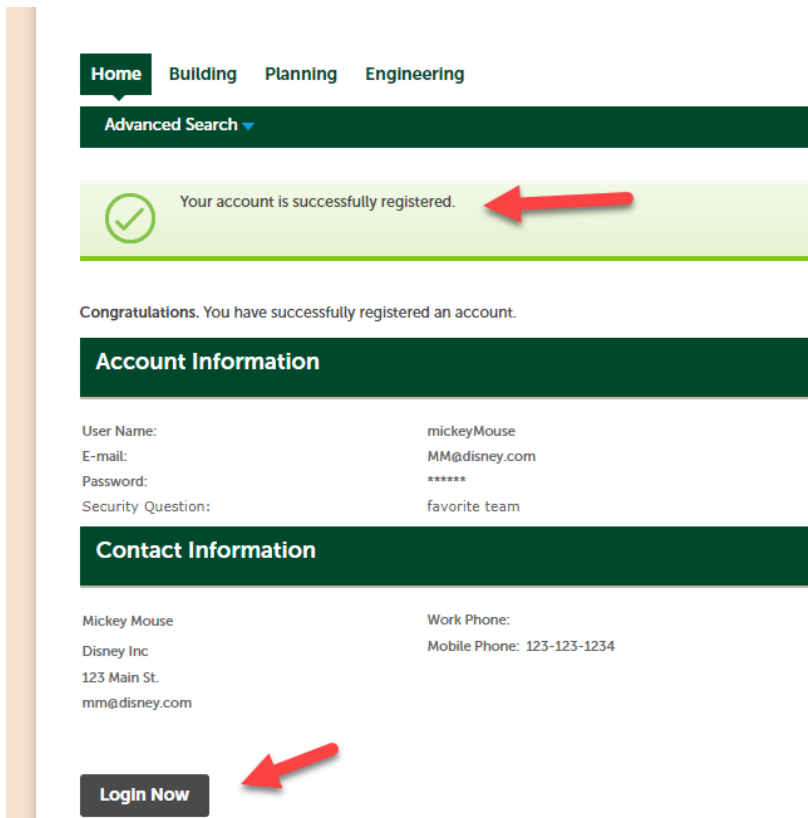
Choose how to fill in your contact information.

Contact added successfully.

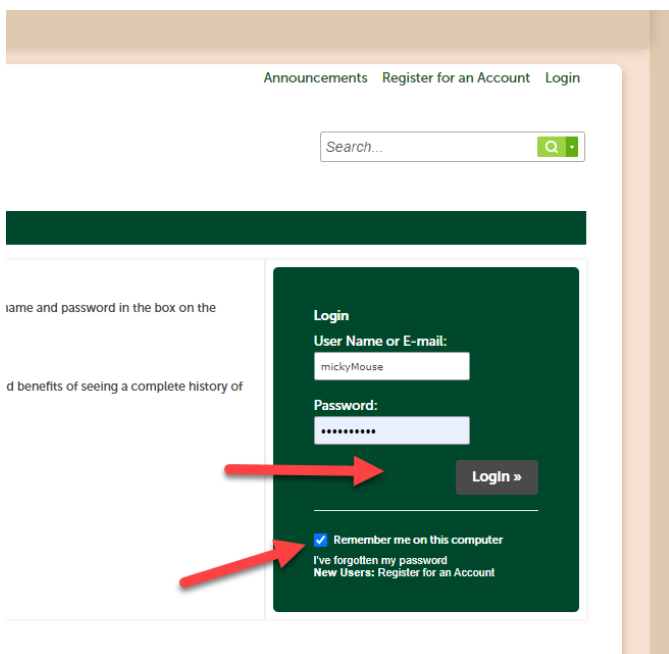
Mickey Mouse
Disney Inc
mm@disney.com
Home Phone: 123-123-1234
Mobile Phone: 123-123-1234
Work Phone:
Fax:
Edit Remove

Continue Registration >

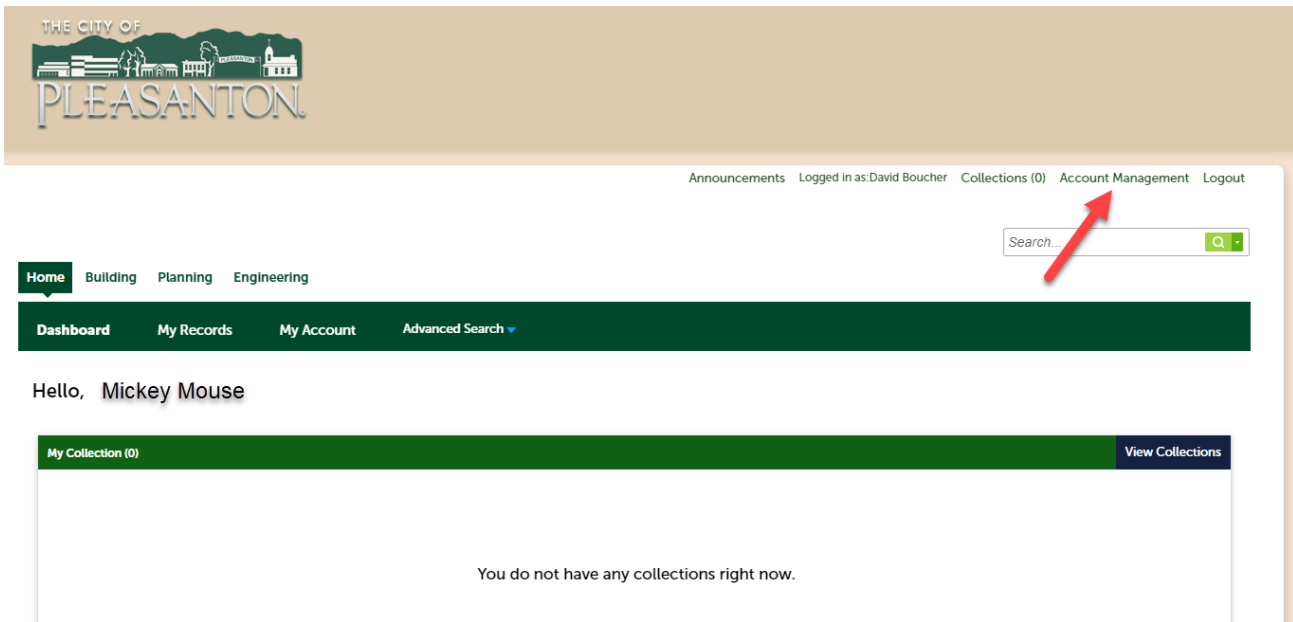
[Community Development](#)



You will now be able log in, and this will be your home screen next time you come to this site, and if you click on the “Remember me on this computer”, you will be automatically logged in:



Showing the home screen once you have clicked the “Login” – noting that there is an “Account Management” area where you can go and update anything linked to your account:



If you (need to) go to the “Account Management” Area:

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Licensed Professional Account

Login Information Edit

User Name:
 E-mail:
 Password:
 Security Question:

Your information here

License Information Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | Download results

State License #	License Type	Issued On	Expired Date	Status	Action	Country
1010101	CONTRACTOR	01/05/2016	01/31/2022	Approved	Actions ▾	

Contact Information

Showing 1-1 of 1 | Download results

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action	Full Name
Mickey		Mouse	TruePoint			Applicant	Approved	Actions ▾	

Link your Contractor Account

If you are a contractor, you will need to link your Account to all your previous records, please follow these steps:

1. Click on “Account Management”.
2. Next to License Information, click on “add a license”
3. Enter the license type and valid license number.
4. You will see a “Contractor Added Successfully” message.
5. Click on “link” next to the added contractor. This will send a message to Pleasanton Permitting to create the link to your existing records.
6. You will receive an email at the email address you provided at registration